

# GOT Annual Report

June 30, 2000 - June 30, 2001



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## Aldona Valicenti - CIO of Kentucky

- One of Government Technology Magazine's Doers, Dreamers and Drivers of Information Technology in Government (March 2002)
- Past President of the National Association of Chief Information Officers (NASCIO)
- One of Governing Magazine's Public Officials of the Year for 2001

Aldona K. Valicenti, CIO  
Commonwealth of Kentucky



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Governor Paul E. Patton appointed Ms. Valicenti in December of 1997 as the first Chief Information Officer (CIO) for the Commonwealth of Kentucky and a member of his Executive Cabinet. During her tenure she has established the CIO position through legislation and has undertaken a transformation of how information technology services are delivered in state government. The Governor's EMPOWER Kentucky initiative identified information technology as a key enabler. Recently, Ms. Valicenti was instrumental in forming the Governor's Office for Technology, which brought several separate agencies into a cohesive organizational structure. The Executive Order for this reorganization was ratified by the 2000 General Assembly.

Ms. Valicenti has a BS in both Math and Chemistry and an MS degree in Organic Chemistry and began her career with the Dow Corning Corporation. In 1976 she joined the Amoco Corporation and for the next 21 years held positions of increasing responsibility including Manager - System Development and Support, Divisional CIO for the Amoco Chemical Company, and Manager - Customer Solutions, Information Technology Shared Services, an internal supplier of information technology services to the global Amoco Corporation. In this position she was responsible for contracting for all information technology services for the Amoco Corporation.

Ms. Valicenti has served as Regional Director, Vice President and Program Chair and President of the National Association of State Chief Information Officers (NASCIO). She also worked with the National Governor's Association (NGA) e-Government Task Force, which Governor Paul Patton co-chaired for several years, and serves as his policy advisor on information technology issues.

Ms. Valicenti is a member and leader of various state and national organizations:

- Past President - NASCIO, Representing Chief Information Officers of the States
- Board of Directors - Women Executives in State Government (WESG)
- Kentucky Criminal Justice Council
- Chair - Unified Criminal Justice Information Systems Committee
- E-Governance Task Force, National Governor's Association
- Information Technology Advisory Council§ Geographic Information Systems Advisory Council
- Telehealth Board Member

- City of Louisville - Mayor's Information Technology Strategy Council
- Industrial Board of Advisors- Computer Engineering & Computer Science Univ. of Louisville
- Advisory Board Member - Intergovernmental Technology Conference (ITC)
- Public Safety Wireless Network Executive Committee
- Distance Learning Advisory Council
- Postsecondary Education Technology Advisory Committee

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## Scope

If you're just learning about the Governor's Office for Technology (GOT), the first thing you should know is that we cover a lot of ground in Kentucky government. If it has to do with technology and the Commonwealth, chances are we're involved and making a difference. GOT has over 630 state employees and contractors with offices in Frankfort, London and Bowling Green. We're moving from a services organization to being an organization that provides technology leadership and solutions, helping the Commonwealth work more efficiently. The GOT management staff is leading that change and have become leaders on a national level (see "Recognition").

GOT is working in a wide range of areas in Kentucky state government. Examples include:

- Helping the state create a Unified Criminal Justice Information System (UCJIS) that will improve public safety by dramatically improving how criminal justice information is gathered and shared statewide
- Maintaining the Kentucky Information Highway (KIH) which provides Internet, voice and data services to state office buildings in all 120 Kentucky counties
- Helping the Transportation Cabinet build a Website so truckers can more easily pay their taxes
- Delivering funding and support to help bridge the digital divide in Louisville
- Overseeing Kentucky's wireless 911 efforts to better identify where an emergency wireless call is coming from and who is making the call
- Guiding the creation and use of digital maps and

geographic information for urban and rural planning and growth

You can learn more in our "Office Summary" section.

### **Who We Are and Why We Exist**

The Governor's Office for Technology (GOT) exists to serve the Information Technology needs of the Commonwealth of Kentucky. The specific tasks performed will vary by organizational unit and are responsive to the priorities of our customers. Our mission statement describes our core purpose - our fundamental reason for being.

### **Mission**

To provide technical leadership in meeting the needs of Kentucky's citizens by addressing business opportunities through the effective use of technology.

### **Core Values**

**Customer Service** - We are committed to placing our customers first. We will make the process and cultural changes required to improve the quality of our service and allow the Governor's Office for Technology (GOT) to become the IT Business Partner of Choice.

**Quality** - We are committed to responsive and reliable service that provides satisfaction and value to internal and external customers.

**Integrity** - We are committed to conducting business with ethical standards and strong work ethics while displaying mutual respect for all employees and customers.

**Partnership** - We are committed to working together in each office and with our customers by being flexible and cooperative, having a positive attitude and providing open communication and mutual support.

**Leadership** - We are committed to proactive, visionary leadership that inspires and enables the achievement of common goals, recognizes employees as our most valuable resource, and promotes involvement, skill advancement, and



continuous learning.

Professionalism - We are committed to being technically knowledgeable, innovative and creative in the pursuit of our mission, clearly communicating ideas and showing respect for the diverse views of our customers.

**Vision: The IT Business Partner of Choice**

We strive to bring this vision to fruition by aspiring to be an organization that is:

- A trusted business partner with our customers
- Recognized as a center of expertise for information technology
- A catalyst for emerging technologies
- A desirable place to work, maintaining an environment where employees may excel

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## Recognition, Awards and Grant

### **Aldona Valicenti Named Public Official of the Year**

Kentucky's CIO was recognized as one of Governing Magazine's Public Officials of the Year for being "an information visionary and helping a bureaucracy think like an enterprise."

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### **Governing Magazine Recognizes Kentucky**

Kentucky received a B+ in the IT category in Governing Magazine's Government Performance Project study, one of only a few states to achieve such a high ranking.

[View Web site](#)

### **Civic.com "Civic 50" Awards**

Kentucky received 5 Civic.com awards in 2001 for technology related projects, tying California for the most awards in the nation.

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### **Leadership Roles**

In 2001, GOT leaders held national positions including:

Aldona Valicenti - President of NASCIO - National Association of State CIOs

Dave Ballard - President of NASTD - National Association State Technology Directors

Susan Lambert - President of NSGIC - National States Geographic Information Council

More information at:  
<http://www.nascio.org>  
<http://www.nastd.org>  
<http://www.nsgic.org>

### **Unified Criminal Justice Information System (UCJIS) Grant**

Aldona Valicenti, who chairs the UCJIS council, and the Justice Cabinet were proud to receive from the National Governors' Association (NGA) an award grant of \$1million to pilot a warrants project in Kentucky. Currently the process of obtaining and serving a warrant is not standardized in the state and warrants are held on a county by county basis without the processes in place to share that information statewide. UCJIS is an information system that utilizes technology to electronically capture data built on a set of unique identifiers (charge and individual) at the earliest opportunity. This data will appear as a seamless record of an individual's encounters with the criminal justice system. UCJIS is anticipated to greatly improve the capture and flow of information by helping reduce/eliminate redundant data entry, increase the sharing of information statewide, conform to national standards, save time and hopefully save lives.

### **GIS Gets NASA Grant**

The Kentucky Office of Geographic Information in the Governor's Office for Technology was awarded a \$1.3 million NASA grant to gain a clearer picture of forest, urban and rural landscape in Kentucky.

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## **Office of Infrastructure Services (OIS)**

### **Quick View**

State agencies needing computing services, end-user support, e-mail services or telecommunications services rely on the Office of Infrastructure Services (OIS). In GOT, OIS is responsible for the widest variety of technology related services for the Commonwealth. This includes the operation of the Commonwealth's enterprise computing environment, e-mail system, which includes 40,000 e-mail accounts producing over 45 million messages a month and daily operation of the Commonwealth Data Center. OIS also operates and maintains the Kentucky Information Highway (KIH) which provides Internet, interactive video, voice and data services to state and local government agencies in all 120 Kentucky counties. In addition, OIS maintains support for end-users and maintains standards for IT security, virus protection and virus prevention for state agencies.

In the Office of Infrastructure Services, the Division of Computing Services is responsible for technical and operational support of the computing infrastructure located primarily at the Data Center. This includes planning for the introduction of new technology, installing and maintaining system software, managing software contracts, managing equipment operations, coordinating the installation of equipment, managing data storage, resolving operational problems, and managing customer service levels.



The Division of Communication Services encompasses all aspects of communications; data, voice, and video. This division is responsible for network planning, network design, network management, systems administration, research and evaluation of desktop and departmental computer technologies, and support for end-user computing. The division also handles all aspects of voice communications to state agencies. These responsibilities include consulting, installation, maintenance, moves, and changes of all telephone related equipment.

## **Major Projects/Initiatives**

- **The Division of Computing Services (DCS)** - DCS experienced continued growth in demand for its server administration services. The number of servers supported now exceeds 100, with UNIX servers making up about one third while NT servers comprise about two thirds of this total. Some of the major applications whose servers are hosted at the Commonwealth Data Center include the Management Administrative and Reporting System (MARS), The Workers Information SysTem (TWIST), Kentucky's Electronic Workplace for Employment Services (KEWES), and the Employ Kentucky Operating System (EKOS). Many other important state applications are also supported on shared servers hosted at the data center. In addition to supporting UNIX and NT servers, DCS supports Kentucky's large, shared mainframe computer. This enterprise server processed over 1.3 billion transactions

last year, making it the workhorse of the data center's servers.

The 1.3 billion online transactions represented an 11% increase in workload over the previous year.

- **Division of IT Operations** - In October of 2000 members of the Operations and Production Services staff from the Cabinet for Workforce Development were transitioned to the Governor's Office for Technology. This transition further propagated the 'shared service' model for Operations and Production Services established in October of 1999. By November a new Division was formed and includes the following branches:
  - Central Services - Operation of the Commonwealth Data Center and service for its customers.
  - Production Services - On-going management of computer processing and processes.
  - Campus Services - Operation of the CHR Building Data Center and service for its customers.

These three branches shoulder responsibility throughout a 24 by 7 workday; their roles are often behind the scenes and seldom at the forefront. However, their efforts are significant in keeping Kentucky government at work.

- **IT Security** - IT Security is one of GOT's top concerns. In the past fiscal year, security policies were developed that were adopted for internal use. The Security Policies and Procedures Manual (SPPM) is a high level strategic policy. The Security Administrator Manual (SAM) for NT and UNIX, both Sun Solaris and IBM AIX, are more detailed guides to operating system security. All three policies have also been made available to GOT customers as a resource.

In addition, an Incident Reporting and Analysis process was created for reporting security incidents. This policy and the related reporting form help identify physical and computer based incidents. The policy and form have also been distributed to state agencies for use when reporting specific computer based problems. The reporting has raised the visibility of potential IT vulnerabilities.

- **Enterprise Wide End-User Support Study** - The goal of this study was to assess the current IT environment and requirements for computer end user support across the Commonwealth, determine and define any existing service gaps, and define a technically viable and cost-effective service delivery model for enterprise-wide support of end users. The study was completed September 2000. As an output of this study, PricewaterhouseCoopers (PwC) began work on the next phase of the project. In this phase, PwC defined common end-user metrics and service levels, common end-user support service level agreements and targets, and common help desk processes. The Enterprise IT Help Desk Branch is currently implementing many of the recommendations, and the Office of Policy and Customer Relations is proceeding with the implementation of Service Level Management.

This study was conducted enterprise-wide on all 30,000 desktop computers.

- **Active Directory** - (An advanced, hierarchical directory service used with Windows 2000)- A team was formed, with volunteers from many state agencies, to design the infrastructure and core components of an Active Directory Forest with Microsoft Windows 2000 operating system. Active Directory is beneficial to the Commonwealth because it allows for a common information repository and a way to share it. And it allows for a single sign on to enterprise data, increasing security and saving time, effort and money. The team recommended standards, guidelines and operational policies, along with a user handbook for participating agencies to follow when deploying Windows 2000 and Active Directory. The first domain or root servers were installed and preparations are being made for integration into the current Enterprise Messaging Service. Next steps include migration of Agency Windows NT 4.0 and Exchange 2000.
- **Enterprise E-Mail Messaging Service** - Enterprise E-Mail Messaging now has approximately 40,000 users participating in the Shared Services. The Service utilizes 40 Microsoft Exchange servers and transports over 1 million messages per day.
- **Enterprise Messaging Virus Protection** - McAfee's WebShield software was implemented to scan messages received from the Internet. WebShield now scans over 100,000 messages per day from the Internet and cleans

any virus that may be attached.

- **Enterprise FAX Service-** 550 users are participating in this service and send 55,000 faxes per month from their desktop while receiving 7,200 faxes. This has helped reduce the time it takes and improved the efficiency of sending and receiving faxes throughout the Commonwealth.
- **Wireless Messaging** - As more and more Commonwealth employees have the need to stay connected away from the office, Wireless Messaging was offered as an extension to the Enterprise E-Mail Messaging Service. Over 200 users have subscribed using a handheld device called a Blackberry manufactured by Research In Motion Limited. Users may receive and send messages as well as maintain scheduling needs from most first and second class cities in the United States.
- **Wireless Strategic Plan** - In May of 2001, GOT assembled a multi-agency Wireless Steering Committee to provide overall direction for the wireless strategy in Kentucky. SAIC, one of Kentucky's Strategic Alliance Services vendors, was contracted to develop a Wireless Strategic Plan for the Commonwealth. The final SAIC Strategic Plan document was delivered in October 2001 and identified the gaps between state user wireless requirements and the capabilities offered by existing and emerging private and commercial wireless systems in the Commonwealth. The document also provided several strategic architecture options and the identification of the required resources to realize the Plan objectives.

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## **Office of Consulting and Project Management (OCPM)**

### **Quick View**

The Office of Consulting and Project Management (OCPM) is responsible for providing comprehensive systems analysis, design, and development services, and applications consulting services to state agencies. OCPM provides a wide range of cost effective solutions, including: automation of new services, integration of diverse management systems, and enhancement of existing systems. OCPM's Web group is also responsible for maintenance and updates to the Commonwealth of Kentucky's Web site:

<http://www.kydirect.net>

### **Major Projects/Initiatives**



- KYRenew.com** - The Transportation Cabinet, working with GOT and an external vendor, Covansys, developed and implemented a Web-based mechanism for the citizens of the Commonwealth to renew their motor vehicle licenses. The Web site is designed to provide information and services regarding vehicle licensing and registration in Kentucky. Inquiry about personalized license plate availability is also included. In addition to the functionality provided to the citizens, this application is also noteworthy as the first adoption of object-oriented design techniques incorporating unified modeling language (UML) in GOT.

View Web site

- KYEmployees** - In an effort to give state employees easier access to the information they need, the Personnel Cabinet and GOT began development and implementation of a Web-based portal called KYEmployees. The site includes a link to ClickHR, which allows users to log into their secure account and see information related to compensation and benefits.

View Web site

- Kentucky's Unified Criminal Justice Information System (UCJIS)** - UCJIS was created with the mission and vision to dramatically improve the sharing of criminal justice information among law enforcement and



justice services. As a result of the commitment of the Commonwealth to the vision of UCJIS, a strategic plan and an implementation plan are now in place to guide Kentucky's criminal justice community through the process. In support of this initiative, several criminal justice agencies have pilot projects already underway. This new approach to integrated justice will promote data sharing, improve case management, increase worker efficiency, and most importantly increase the safety of the Commonwealth's citizens.

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- **KyCARES** - KyCARES is an online services/information directory and guide for federal, state and community providers who can help Kentucky citizens connect with providers which offer basic services including housing, food, childcare, transportation, benefits information and much more. From home, the office, the local library or anywhere Internet access is available, answers to service and provider questions are available quickly online.

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- **The Worker's Information System (TWIST)** - TWIST is a client server system for social services that supports case management activities in the areas of child welfare, child abuse, foster care and adoption. The TWIST project team began a multi-year project to re-architect the TWIST application that will ultimately allow the system to take full advantage of today's new and exciting web/browser based technologies. The project will break the TWIST application into smaller, reusable components, provide more up-to-date controls to the workers, and transition the application architecture to an n-tier environment.

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- **Miscellaneous Taxes Registration System (MIXERS)** - The Kentucky Revenue Cabinet and GOT developed and implemented a nonpublic, Web-based Intranet application for Revenue Cabinet workers that contains information about Miscellaneous Tax accounts. The financial transactions associated with each account are posted to the system with worklists to aid the user in verifying the validity of each taxpayer's account information and to ensure that transactions are associated with the correct accounts.

- **Claims Payment Management System for the Labor Cabinet** - This development effort was in support of the Labor Cabinet's objective to migrate applications from the AS/400 environment to client server environment. The main function of the system is to collect and maintain the data required to issue appropriate payments from the Special Fund and the Coal Workers Pneumoconiosis Fund to legally awarded claimants.
- **Licensing System for the Kentucky Board of Professional Engineers and Land Surveyors** - This development effort was in support of the Board's desire to replace an existing nonstandard Paradox database with a system that will integrate all business areas of the office. The centralized database allows for the input and maintenance of all the data required for the issuance and renewal of both individual and firm licenses.

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- **Transportation Cabinet Fleet Management** - During the last year, the Transportation Cabinet and GOT have worked to extend the useful life of existing mainframe applications by applying new technologies to them. An example of this is the mainframe-based Fleet Management System, a Web-front subsystem implemented in 2001. The purpose of the subsystem is to allow the various state agencies to use the Internet to keep management and operational records related to state-owned vehicles that are permanently assigned to their organizations.
- **International Fuel Tax Agreement (IFTA)** - The Transportation Cabinet and GOT worked to deliver a Web-based tax filing system that provides an end-to-end tax reporting system for interstate trucking companies. The system not only enables a company to file and pay its taxes via the Internet, but it also handles accounting, data entry and deposit functions electronically. As a result of the complexity of the tax report, manual corrections are required on more than 50 percent of returns that are filed traditionally. Filing the return via the Internet eliminates errors because the system handles the math. This not only saves valuable state resources, but also prevents added confusion on the part of the taxpayer because of unneeded billings or overpayments.

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- **Online Weight Distance Tax Filing** - Individuals and companies who operate vehicles with a registered gross weight of 60,000 lbs. and above may use an Internet application developed by GOT to report and pay quarterly mileage taxes due.

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## Office of Policy and Customer Relations

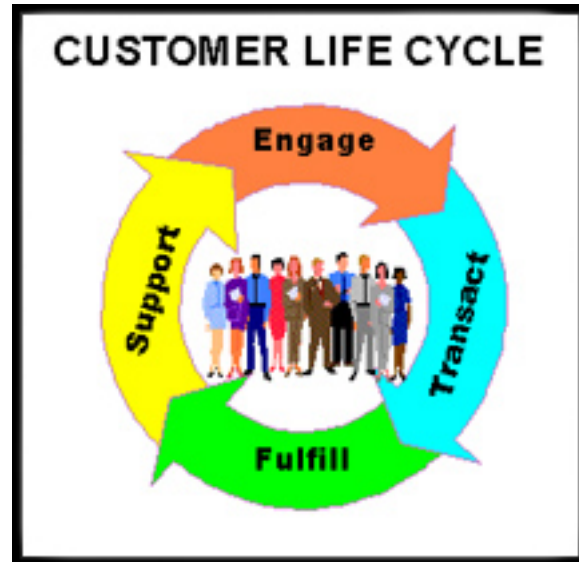
### Quick View

The Office of Policy and Customer Relations is responsible for statewide strategic information technology planning and the formulation of information technology policy. Other responsibilities include managing the enterprise architecture and standards, enterprise capacity planning, performance measurement, IT research and development. Customer relations activities include enterprise technical training, educational seminars, knowledge management and customer and vendor relationship management. The three divisions in this office are the Divisions of Planning and Architecture, IT Training, and Customer Relationship Management.

### Major Projects/Initiatives

- **Customer Relationship Management (CRM) Process Improvement** - Customer Relationship Management (CRM) is a business discipline that requires the implementation of processes and systems that integrate customer interactions, marketing, service delivery and support.

GOT formed a process improvement team which focused on GOT processes and cultural changes which will improve access and enhance the quality of service for internal (GOT), direct (agency and



organizations) and indirect (citizens and business) customers of Commonwealth services. The focus was on the development and implementation of customer relationship processes and practices. The team completed a present state analysis of business practices and organizational culture and developed a gap analysis. A framework for CRM and improved quality of service delivery was developed. A CRM education and training class was implemented and all GOT employees have attended this training. This initiative has produced some quick wins and identified many opportunities for process improvements.

- Knowledge Management and Document Repository Project (GOTSource.net)** - The

Governor's Office for Technology is actively addressing the management of information within its organization. Knowledge management is a best practice discipline used by high performance organizations. A part of knowledge management is sharing key information as a foundation to encourage collaboration and communication among GOT personnel. In addition, Knowledge Management supports a guiding principle of our Customer Relationship Management (CRM) initiative to build stronger internal relationships. GOT purchased Xerox's DocuShare a Web-based document management product to be used by GOT's workforce to encourage knowledge management efforts.

- Technology Training** - The Division of Information Technology Training is responsible for coordination of enterprise-wide information technology training. During

FY 01, the training division was responsible for coordinating professional development for 5,885 employees via classroom-based desktop, technical training, technology symposiums and lunch-n-learns as well as customized customer relationship management education. The division, through its KY eXCELS program, also provided Web-based training for 3,444 employees on desktop and technical training courses via two online libraries.

- **Customer Service Directory** - This directory Website provides an index of GOT service offerings and an interface for our customers to obtain the required information (forms, instructions, costs, etc.) to transact business with GOT.
- **E-Government Consulting Services** - The e-government SAS Request was developed which resulted in GOT contracting with Pricewaterhouse Coopers (PwC) to assess our preparedness, resource availability, e-government strategy and partnerships, technology infrastructure and long-term direction.
- **Enterprise Educational Sessions** - OPCR was responsible for developing, coordinating or delivering a number of educational sessions and executive briefings on information technology topics. These sessions addressed timely and important topics such as e-government, the privacy imperative, advanced networking, customer relationship management, security for e-government services, the digital divide, wireless strategies and emerging technologies.
- **Master Business Agreement** - GOT is implementing Service Level Management practices throughout all of GOT. The Master Business Agreement (MBA) establishes the overarching guidelines for conducting business between GOT and the customer. In general, the guidelines established in the MBA will govern the development of service level agreements. These guidelines will define criteria such as what service areas will be managed, what business areas will require services, the roles and responsibilities for service level management, issue resolution management, how services will be billed and primary communication channels.

- **Support for Contract Development: Interactive Voice Response (IVR) Contract** - This contract was established to provide consulting, development, implementation and operations support services; hosting and interactive database facility for customer updates and/or agency inquiry within the vendor's processing/data centers; payment processing (credit card and/or electronic funds transfer); and real-time IVR interfaces that can update databases hosted by GOT or a state agency. **Desktop Purchase Award** - This contract was established for the procurement of hardware and peripherals. It includes both Value Added Reseller (VAR) and Original Equipment Manufacturer (OEM).

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## **Office of Human Resources, Management and Development (OHRMD)**

### **Quick View**

The Office of Human Resources, Management and Development is responsible for recruiting, rewarding and retaining GOT employees who can adapt to new processes/technology, who can develop flexible business models, and who are responsible to our customer's needs. In addition, this office is responsible for looking for employees who will provide a positive presence in a sharing and team oriented organization.

### **Major Projects/Initiatives**



- **IT**



**Salary Compensation Committee** - The IT Salary Committee was formed to look at current IT salaries within state government and to develop a new compensation plan for the IT environment which would improve recruitment and retention of the best IT talent available.

- **Skills Management Project** - Recognizing that the skills of its staff are GOT's greatest resource and critical to the success of Roadmap goals, a skills management project was initiated. The project helped define the skills required, inventory the skills within GOT and identify areas for professional development. This information will allow GOT to better plan and implement training activities and provide a means for more efficient deployment of skills resources. It will also assist GOT employees in planning career paths and becoming proactive in acquiring skills that will contribute to the levels of performance our customers require.

An RFP was released to acquire a professionally developed skills dictionary, Web-enabled skills management software, and consulting services for configuring these products to GOT requirements. In addition, a skills management team of GOT staff is working on the policies and processes required to ensure the skills management system is maintained and used to the best advantage of GOT and its employees. It is projected that the system will be installed and an initial inventory and skills gap analysis be completed by mid-2002.

- **IT Classification Committee** - The IT Classification

Committee was formed with cabinet participation to look at and revise outdated job specifications for IT positions throughout the Commonwealth.

- **Employee Exit Program** - In an effort to improve security measures as well as the automation of procedures making it easier to track information for employees departing GOT, the Employee Exit Program was implemented. One benefit of the program is automatic e-mail notifications, which are sent to the appropriate offices replacing unnecessary paperwork and improving reliability and productivity.
- **The New Employee Orientation Program** - First developed in fiscal year 2001, this orientation provides new employees and contractors with important human resources information concerning their employment with GOT as well as state government. Information provided includes an overview of the GOT organization, security issues, customer relationship management and a personnel overview.
- **Minority Recruitment Committee** - Formed to recruit qualified minority candidates to improve the diversity of employees within GOT.
- To enhance operations and improve efficiency in expediting the flow of paperwork, the process of hiring new employees was transferred to GOT from the Finance Cabinet, greatly reducing the time frame on hiring personnel.
- Training was developed and given to GOT Management and employees on the Employee Evaluation System, which was enacted into law by the Kentucky General Assembly. GOT will utilize this system by providing a measurement tool for employee/team commitments to the GOT Roadmap expectations.
- Resumes and applications were made available on-line using GOT's knowledge management system GOTSource to allow GOT management to better view potential job candidates.

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## Office of Administrative Services (OAS)

### Quick View

The Office of Administrative Services (OAS) is responsible for the financial and business operations of the Governor's Office for Technology. These duties include the preparation of the biennial budget request, procurement assistance, fiscal administration and facilities support. Revenue for the Governor's Office for Technology is derived primarily from agency receipts. This Office is responsible for establishing and maintaining a federally approved cost allocation plan in which each state agency shares in the cost of services provided by the Governor's Office for Technology.

### Major Projects/Initiatives

- **Cost Recovery Approach and Design Team (CRADT)** - Cost Recovery Approach and Design Team was formed in February 2000 as a way to provide GOT Directors and agency representatives the ability to analyze, review and recommend existing GOT billing practices. During fiscal year 2001, the CRADT team combined the telecommunications and computer services billings for GOT, eliminated support service charges to customers, allocated overhead based on expenditures rather than personnel and consolidated GOT service rates for customers.
- **Cost Recovery Implementation Team (CRIT)** - The Cost Recovery Implementation Team (CRIT) was formed in February 2000 to provide analysis and design

of existing billing procedures and possible improvements. During fiscal year 2001, the CRIT team identified 85 possible improvements and began the implementation phase.

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## Office of Geographic Information Systems (OGI)

### Quick View

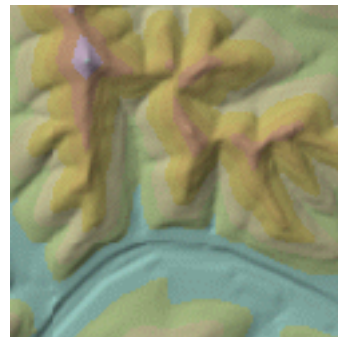
The Office of Geographic Information Systems (OGI) is the coordinating body within Kentucky State Government for geospatial data creation, sharing, dissemination and geographic information systems (GIS) technology use and implementation. OGI was established by the Kentucky Regulatory Statute 42.650 in July of 1994 within the Finance and Administration Cabinet. On October 1, 1999, the office became part of the Governor's Office for Technology.

### Major Projects/Initiatives

- **Kentucky Statewide Digital Basemap Elevation Layer**

GOT/OGI now has the ability to present three dimensional (3D) images of the ground in the Commonwealth through the use of specialized digital elevation files developed in cooperation with the

US Geological Survey. At the time of this report, 86% of the Commonwealth can be seen, using special geographic information software as a 3D image of



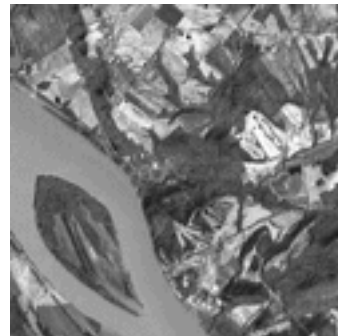
valleys, mountains and streams. This information is used by various federal, state, county and local agencies to predict flood areas, identify potential pollution hazards and to model the effects the land has on the weather.

The digital elevation files are available for download for state agencies and general public from the OGI Web site (click on "DATA" section). The project is expected to be finished for the entire Commonwealth by Spring of 2002.

[View Web site](#)

- **Spot Image Satellite Photography Purchased**

During 2001 OGI purchased a statewide satellite image map. This map shows the entire state as a single black and white image as if seen from an airplane flying over Kentucky. The image is a mosaic of many images taken by a satellite owned by SPOT Image Inc. The images are licensed for use by various agencies within the Commonwealth for use in geographic information software.



Most of the images were taken during the late autumn, winter or early spring so that the ground could be clearly seen through the leafless trees. This imagery can be used to identify large man-made objects and natural landforms such as cities, major interstates, other divided roads, rivers, lakes and mountains.

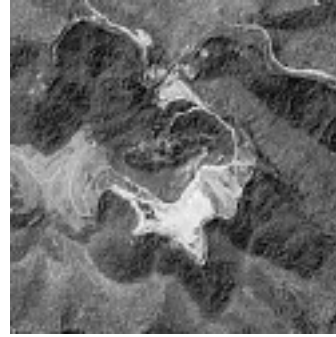
All Kentucky state, regional, county and city governments and educational institutions may license the data for their use.

[View Web site](#)

- **Updating Eastern Kentucky Digital Imagery**



GOT/OGI has contracted to have Eastern Kentucky photographed from aircraft in order to develop a set of higher resolution black and white photographs of that area that can be used in geographic



information software. The area being covered was last photographed in 1995 and is made up of all or part of 38 counties containing approximately 11,000 square miles of land. These photographs are of a higher resolution, meaning that smaller objects on the ground can be seen more clearly than they can be seen on the satellite imagery. These aerial photographs can be used to see objects as small as a car, identify where city streets are located or identify the boundaries of surface disturbances. The counties that will be partially or fully photographed are, Knox, Jackson, Estill, Nicholas, Robertson, Bracken, Whitley, and Laurel, and all of Mason, Fleming, Bath, Montgomery, Powell, Bell, Clay, Owsley, Lee, Menifee, Lewis, Rowan, Wolfe, Breathitt, Perry, Leslie, Harlan, Morgan, Greenup, Carter, Elliott, Magoffin, Letcher, Knott, Floyd, Pike, Johnson, Martin, Lawrence, and Boyd. When these photographs are finally processed into digital files suitable for use in geographic information software, they will be made available for free download or purchase on CD from the OGI Web page.

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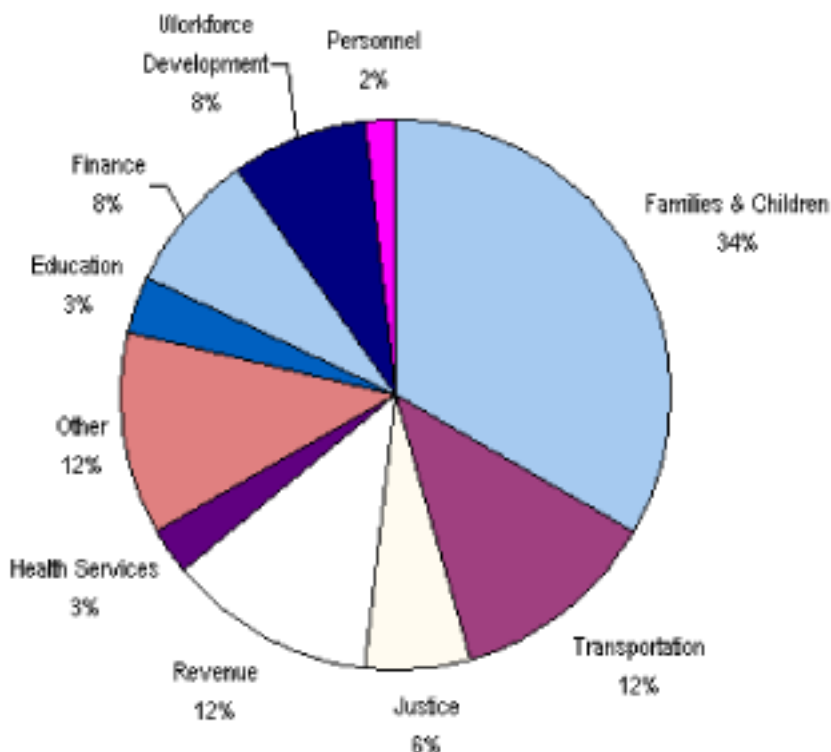
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## GOT Financials

GOT does not receive any General Fund money and is operated from restricted agency funds. The Executive Cabinet agencies are our main customers but services are also provided to public and private universities and schools, nonprofit organizations and local government entities.



### Rated Revenue by Agency

Fiscal Year  
Ending  
June 30,  
2001

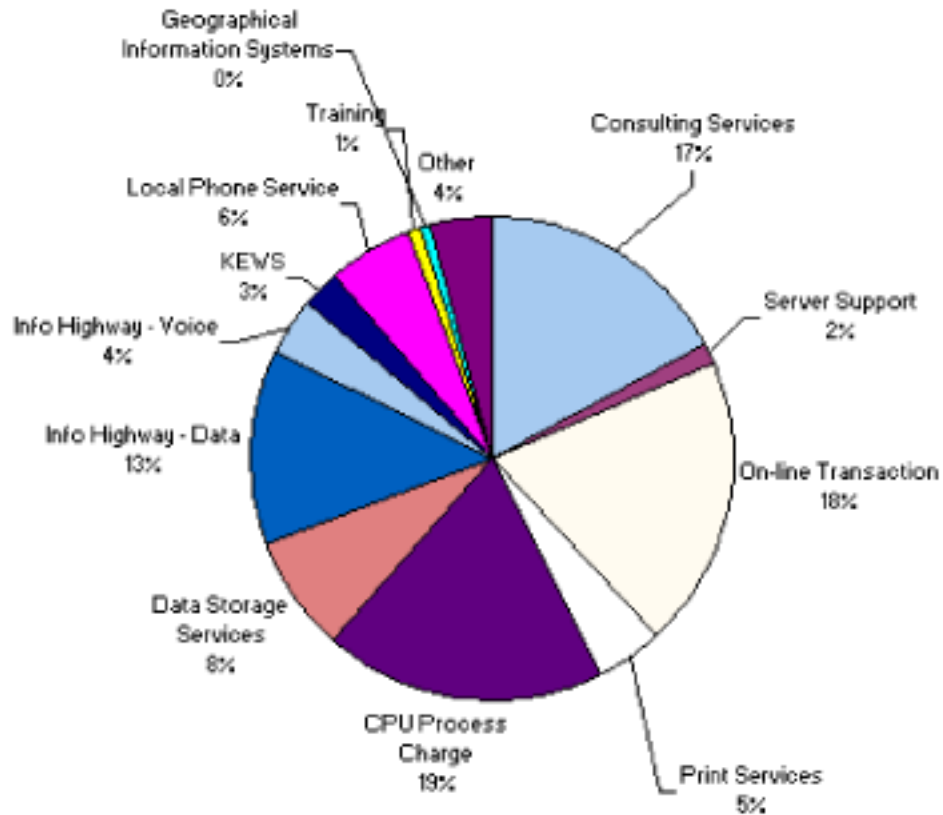
Families &  
Children -  
\$20,199,088  
Transportation -  
\$7,528,194  
Justice -  
\$3,760,804  
Revenue -  
\$7,450,234  
Health  
Services -  
\$1,601,565

Education - \$2,095,639  
Finance - \$5,003,873  
Workforce Development - \$4,969,018  
Personnel - \$943,420  
Other - \$7,266,483



**Total: 60,818,318**

**Rated**



### Revenue by Service

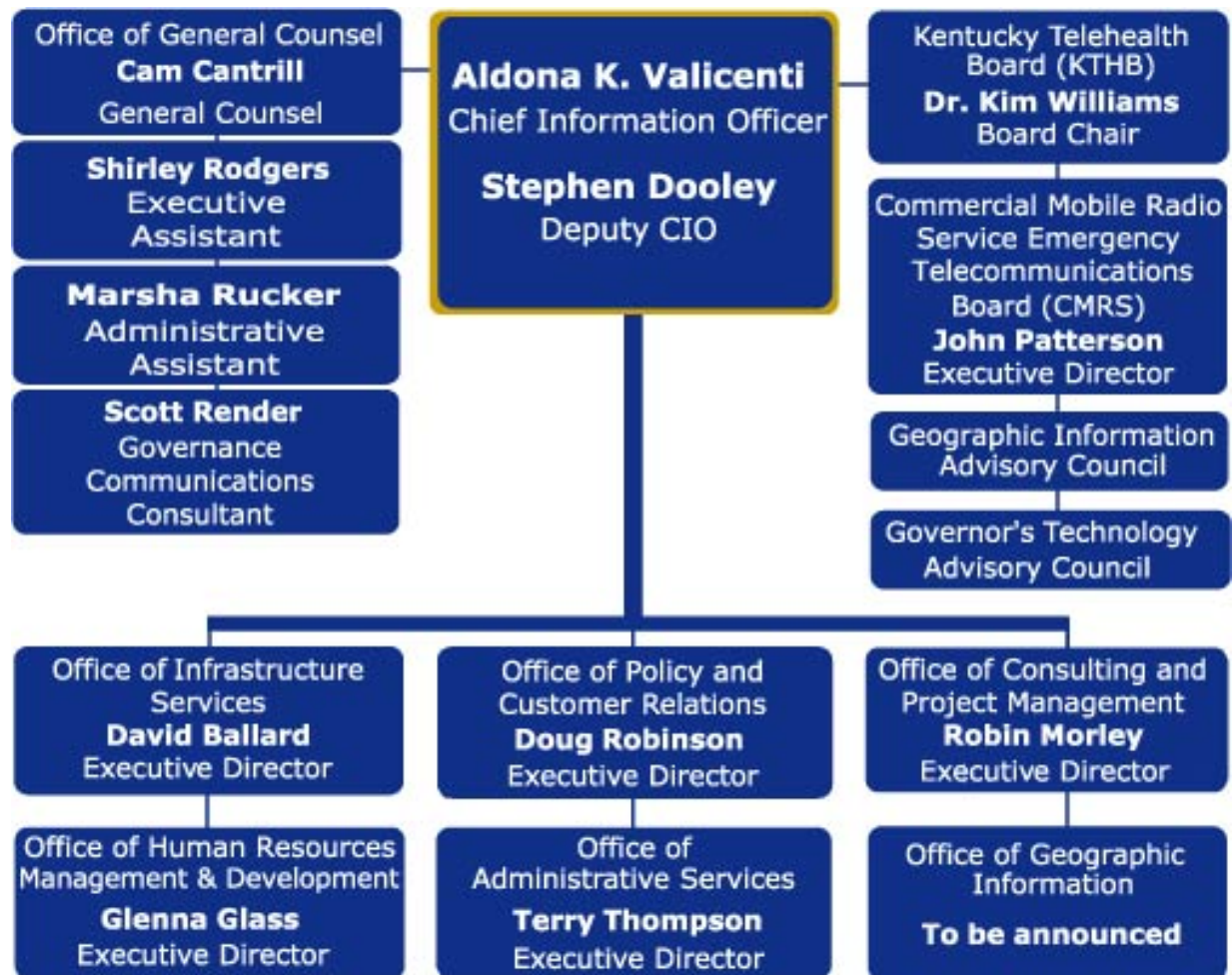
Fiscal Year Ending June 30, 2001

Consulting Services - \$10,461,267  
 Server Support - \$917,100  
 On-line Transaction - \$11,779,621  
 Print Services - \$2,771,433  
 CPU Process Charge - \$11,443,257  
 Data Storage Services - \$4,642,892  
 Info Highway - Data - \$7,977,522  
 Info Highway - Voice - \$2,299,080  
 KEWS - \$1,600,295  
 Local Phone Service - \$3,594,288  
 Training - \$501,042  
 GIS - \$250,000  
 Other - \$2,580,520

**Total: 60,818,318**

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## GOT Organizational Chart



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## Boards and Councils

### Kentucky Telehealth Board

The Governor's Office for Technology staff is providing administrative support to the TeleHealth Board. The Board is

overseeing the pilot project. The Project consists of promulgating administrative regulations to establish telehealth training centers, establishing western and eastern sites,

developing a telehealth network with no more than 25 rural sites, establishing protocols and standards to be followed by the centers and sites, and maintaining a central link for the network with the Kentucky Information Highway. The Board has established four workgroups that will act as advisory councils to the Board.



### Information Technology Advisory Council

The Governor's Office for Technology formed the Kentucky Technology Advisory Council in 2001. The council, representing citizens who work in technology roles throughout Kentucky, will help guide GOT in making smarter decisions related to technology directions for the Commonwealth.

### **Commercial Mobile Radio Service Board (CMRS)**

The Commercial Mobile Radio Service (CMRS) Board is charged with administering the CMRS fund for the purpose of implementing wireless emergency 911 service throughout Kentucky. The ultimate goal of the fund is to upgrade Kentucky's wireless 911 system to allow a wireless caller to be identified by their phone number and exact location.

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**Wireless 911: During the Past Fiscal Year** - The CMRS Board distributed \$4.4 million to 911 centers in Kentucky for the support of Wireless 911 services. Only 1 wireless carrier received funds. The majority of the funding was received by 78 enhanced 911 centers. Enhanced centers are those that have the ability to display the phone number and location simultaneously when a 911 call is received. Implementation of Phase I wireless 911 service was initiated in some areas in Kentucky. Phase I wireless service is the initial service deployment for wireless 911. It displays the caller's phone number and the location of the cell tower transmitting the call.



•

**Wireless 911: Looking Ahead** - 6 more enhanced 911 centers will be certified, and approximately \$10.4 million will be disbursed in fiscal year 2002. In addition, wireless carriers are expected to request and receive approximately \$3.5 million to complete Phase I service implementation and initiate Phase II service. Phase II is the final service level for wireless 911 and displays the caller's phone number and latitude and longitude coordinates designating their location. Phase II is scheduled to be universally deployed in Kentucky and throughout the nation by the end of 2005.

### **Geographic Information Advisory Council (GIAC)**

The GIAC is an unfunded statutory advisory body, governed by KRS 61.958. Membership is comprised of all Cabinets in Kentucky state government, major statewide agencies and organizations including the Kentucky Geological Survey, the Kentucky League of Cities, the Kentucky Association of Counties, the Chamber of Commerce, and organizations representing professional land surveyors, professional engineers, and professional geologists. GIAC assists state and local jurisdictions in developing, deploying, and leveraging geographic information resources and geographic information systems technology for the purpose of improving public administration. They seek to insure maximum use of geographic information by minimizing the redundancy of information and resources, by:

- Adopting and publishing standards for use by the Commonwealth GIS community to facilitate data collection and promote data sharing
- Promoting awareness of GIS as a useful tool for modern business and government through user groups and seminars
- Promoting training and education for people interested in learning about GIS technology and applications
- Promoting partnerships for the purpose of data sharing
- Advising state government through the CIO and the Commonwealth Architecture and Standards committee on issues relating to geographic information and geographic information systems.

### **Information Policy and Privacy Committee Formed**

Late in fiscal year 2000-2001, the Information Policy and Privacy Committee was formed and will be conducting a comprehensive electronic survey of privacy practices and use of personally identifiable information in state agencies. The committee will issue its findings and recommendation in a preliminary report to GOT in 2002.



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## Aldona Valicenti - CIO of Kentucky

- One of Government Technology Magazine's Doers, Dreamers and Drivers of Information Technology in Government (March 2002)
- Past President of the National Association of Chief Information Officers (NASCIO)
- One of Governing Magazine's Public Officials of the Year for 2001

Aldona K. Valicenti, CIO  
Commonwealth of Kentucky



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Governor Paul E. Patton appointed Ms. Valicenti in December of 1997 as the first Chief Information Officer (CIO) for the Commonwealth of Kentucky and a member of his Executive Cabinet. During her tenure she has established the CIO position through legislation and has undertaken a transformation of how information technology services are delivered in state government. The Governor's EMPOWER Kentucky initiative identified information technology as a key enabler. Recently, Ms. Valicenti was instrumental in forming the Governor's Office for Technology, which brought several separate agencies into a cohesive organizational structure. The Executive Order for this reorganization was ratified by the 2000 General Assembly.

Ms. Valicenti has a BS in both Math and Chemistry and an MS degree in Organic Chemistry and began her career with the Dow Corning Corporation. In 1976 she joined the Amoco Corporation and for the next 21 years held positions of increasing responsibility including Manager - System Development and Support, Divisional CIO for the Amoco Chemical Company, and Manager - Customer Solutions, Information Technology Shared Services, an internal supplier of information technology services to the global Amoco Corporation. In this position she was responsible for contracting for all information technology services for the Amoco Corporation.

Ms. Valicenti has served as Regional Director, Vice President and Program Chair and President of the National Association of State Chief Information Officers (NASCIO). She also worked with the National Governor's Association (NGA) e-Government Task Force, which Governor Paul Patton co-chaired for several years, and serves as his policy advisor on information technology issues.

Ms. Valicenti is a member and leader of various state and national organizations:

- Past President - NASCIO, Representing Chief Information Officers of the States
- Board of Directors - Women Executives in State Government (WESG)
- Kentucky Criminal Justice Council
- Chair - Unified Criminal Justice Information Systems Committee
- E-Governance Task Force, National Governor's Association
- Information Technology Advisory Council§ Geographic Information Systems Advisory Council
- Telehealth Board Member

- City of Louisville - Mayor's Information Technology Strategy Council
- Industrial Board of Advisors- Computer Engineering & Computer Science Univ. of Louisville
- Advisory Board Member - Intergovernmental Technology Conference (ITC)
- Public Safety Wireless Network Executive Committee
- Distance Learning Advisory Council
- Postsecondary Education Technology Advisory Committee

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